



✦ AfterWork-Party in Laupheim ✦✦✦ 18<sup>th</sup> – 20<sup>th</sup> May 2010 ✦✦✦ AfterWork-Party in Laupheim ✦✦✦ 18<sup>th</sup> – 20<sup>th</sup> May 2010 ✦✦✦ AfterWork-Party in Laupheim ✦

## 1,000<sup>th</sup> mark cracked: the PistenBully 600 conquers ski resorts worldwide!

It is almost four years since the PistenBully 600 was presented to an amazed public during the FIRE-IN-RED tour. We have now broken the sales mark of 1,000 vehicles. This makes the PistenBully 600 the most sold snow groomer in the world. A real record! The reason for the success of the PistenBully 600 is

already almost playing in the league of its predecessor the PistenBully 300: this has long held the pole position among all snow groomers with over 2,500 sold vehicles. In total, PistenBully has sold over 17,000 vehicles in 66 countries around the world in 40 years. Over 3,000 vehicles went to



the combination of technical perfection, enormous power and beautiful design. The PistenBully 600 has an array of top-class technical fittings – ergonomics, drive comfort and simple operation were always in focus during development of the current Kässbohrer figurehead. At the centre of all technical progress: the driver. The initial reactions to the technical developments were overwhelming and did not let the engineers and service team rest at Kässbohrer Geländefahrzeug AG. They kept working on the PistenBully 600 until the already top-class vehicle was even more perfect. The sales figures are testimony to that. Today, the PistenBully 600 is

Austria alone. The Alpine country led the statistics, closely followed by the United States of America. So it was no surprise when the 1,000<sup>th</sup> PistenBully 600 was sent to the Nauderer Bergbahnen in Austria shortly before Christmas.

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### Editorial

Dear customers,  
dear readers,

I would like to use this issue of K-Info to express heartfelt thanks to our customers. We have conducted a customer satisfaction survey in our main European sales markets over the last few months. The result far exceeded my expectations. Both the vehicles and the company were very highly praised. I was even told about encouraging comments like "super, very satisfied, carry on". Naturally, we will not "rest" on this success. We will introduce measures in the coming months to ensure that you continue to be satisfied with Kässbohrer Geländefahrzeug AG in the future.

I wish you a successful end to the season and hope that we will have the chance to welcome you to our big AfterWork-Party in Laupheim.

Yours,  
Jens Rottmair



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**In focus: the driver.**

All details in the driver's cab of the PistenBully 600 have been consistently oriented to the needs of the driver – from the clear control panel, to the continuously adjustable semi-circular steering wheel with multi-function display, to the ergonomic seat with Terminal Control Center built in to the armrest. The heating vents integrated in the steering column keep your feet warm, whilst those in the door ensure efficient heat distribution and a clear view to all sides. Kässbohrer developed a pioneering light concept for outstanding lighting: all interior control elements are perfectly illuminated and the working area outside is perfectly lit by front, rear and side lights.

**Safe, whatever happens.**

The PistenBully 600 makes no compromises when it comes to safety either. The shatter-proof windscreen and the driver's cab, which withstood a roof load of over 15 tonnes in the ROPS test, speak for themselves. Another plus: The sound-optimised sandwich design ensures a quiet working environment. A PistenBully 600 must also cope in extreme situations. All components of the vehicle's electronics were designed for maximum availability and the greatest reliability and functionality. All components are always working for the driver and support him efficiently in any activity.

**Performance with endurance.**

The powerful Mercedes-Benz OM 460 LA with six cylinders and 12.8 litres cubic capacity of the PistenBully 600 bring the concentrated power of the vehicle to the slope with 295 kW (400 hp) and an enormous torque of 1,900 Nm. And it is environmentally friendly in accordance with EUROMOT II. The 220-litre tank guarantees greater

stamina on the slope and, thus, also the option of easily grooming distant areas. The tank volume can even be increased to 300 litres with the optional extra tank, providing sufficient reserves for extremely long periods.

**Specialist for special jobs.**

The PistenBully 600 is the specialist for special requirements in adapted designs. The PistenBully 600 *Polar*, for example, is ideal wherever it is really difficult to work. Thanks to its enormous thrust, its 490 hp performance and a 4.60-m clearing blade, it effortlessly clears up to 40 percent more snow than the PistenBully 600. The PistenBully 600 with winch is ideal for steep conditions and also for shifting large volumes of snow. With parameter-controlled winch speeds and smoothed transitions between the winch stages, working becomes a pleasure. And ski resorts with fun parks can do no better for their snow grooming than the PistenBully 600 *Park*: the special kinematics make it extremely mobile and the front and rear attachments can be operated simultaneously using the coupled hydraulic system.

**The 1,000<sup>th</sup> PistenBully 600 is given to its new owner.**

Hans-Peter Müller, Head of Sales at Kässbohrer Geländefahrzeug AG, Laupheim gives the PistenBully 600 to Heinz Pfeiffer, Managing Director of Nauderer Bergbahnen.

**The 3,000<sup>th</sup> PistenBully will be used in Austria by Hochzeiger Bergbahnen Pitztal AG.**

Hochzeiger Bergbahnen have been customers of Kässbohrer Geländefahrzeug AG since 1979. They currently have 8 PistenBully in operation. Jens Rottmair, Chairman of the Executive Board of Kässbohrer Geländefahrzeug AG performed the handover of the 3,000<sup>th</sup> PistenBully.

**AfterWork-Party 2010.****Celebrate the end of the season with us!**

Come to the 3<sup>rd</sup> PistenBully AfterWork-Party and celebrate the end of this year's season with us. Because the end still has lots to offer.

We promise you there will be lots of fun at the AfterWork-Party. The sporting highlight is the big PistenBully biathlon. The main prize: a PistenBully for four weeks.



It doesn't all stop in the evenings of course; carry on celebrating to great music! We promise you good entertainment and many new ideas for an exciting future with PistenBully. Please register with Silke Held, silke.held@pistenbully.com.

The PistenBully Team looks forward to seeing you!

The Formatic 350 grooms at the Tour de Ski.

## Perfect competition tracks with the Formatic 350.



Developed and tested in the land of the thousand lakes, the Formatic 350 started its career in the snowy mountains of Europe. Formatic vehicles draw on decades of experience of Scandinavia's ice and snow. The Formatic 350 now prepares the cross-country tracks for the top skiers at the Tour de Ski.

The Formatic 350 is actually a pure slope groomer. It was specially equipped with a Kässbohrer 4-way track setter for the events of the Tour de Ski and prepared perfect competition tracks. The slope equipment specialists at Kässbohrer Geländefahrzeug AG created the best conditions with the Formatic 350 for top skiers from all over the world at the venues in Oberhof, Germany and Val di Fiemme, Italy.

The Tour de Ski participants have very particular requirements of the organisers and the tracks at the venues. Skiers and organisers were agreed that the tracks prepared by the Formatic 350 were able to meet these requirements perfectly. The large hydraulic pumps of the Formatic 350 transfer the mighty power of the 350-hp Cummins diesel engines directly to the tracks. It effortlessly climbs any slope – equipped with the proven PistenBully original combi tracks. The "Snowrobot" Triflex blade with two-way finisher with blades mounted one behind the other and the hydraulically adjustable side flaps prepared perfect cross-country tracks with the 4-way track setter. The Formatic 350's additional equipment can be steered precisely using the fully proportional load sensing-controlled hydraulics and, thanks to the latest on-board electronics, all functions can be controlled effortlessly.



Immense power, professional design – Formatic by Kässbohrer Geländefahrzeug AG.



The Formatic 350 with 4-way track setter for perfect competition tracks.

### Formatic Finland OY AB

Formatic snow groomers are unchallenged pioneers among snow vehicles. Since June 2008, the vehicles have been an addition to the product range of Kässbohrer Geländefahrzeug AG. Sales and complete services are offered under one roof with PistenBully. Production continues at the traditional site in Replot, Finland. Formatic Finland OY Ab is a 100-% subsidiary of Kässbohrer Geländefahrzeug AG.

SAM 2010 Grenoble.

## Old favourites and lots of new things.

21 TO 23 APRIL / AVRIL 2010  
ALPEXPO GRENOBLE FRANCE

**sam2010**  
MONDIAL DE L'AMÉNAGEMENT DURABLE EN MONTAGNE  
WORLD EXHIBITION OF SUSTAINABLE MOUNTAIN DEVELOPMENT  
WELTMESSSE FÜR NACHHALTIGE RAUMPLANUNG UND ANLAGEN IN BERGGEBIETEN

Kässbohrer Geländefahrzeug AG is showing its entire product range of slope and track preparation vehicles at SAM 2010 in Grenoble. From the PistenBully 400 to the PistenBully 600 W *Polar* to the smaller track specialist – the PistenBully *Paana*. In brief: every customer will find the right vehicle. Those who look closely will discover lots of new

things and old favourites with a wealth of new details. The new developments in snow depth measurement and GPS navigation, for example. You can read more about this on page 11 of this K-Info. Or find out how SNOWsat could support your snow grooming from the SNOWsat advisors at the trade fair.

The PistenBully *Scout* will also be on show in Grenoble. It is the ideal transport vehicle that can move material and manpower practically anywhere. The vehicle is now also available with a cab large enough for up to 10 people.

And don't forget: PistenBully are not just great for extremely economic work in winter. The

PistenBully 300 *GreenTech* shows that you can move much more than snow with the experience you have gained in winter work. In addition to the range of new PistenBully and Formatic vehicles, interested visitors can also find out everything about used vehicles on a separate stand.

# Vancouver Olympic Games: invasion of the athletes.

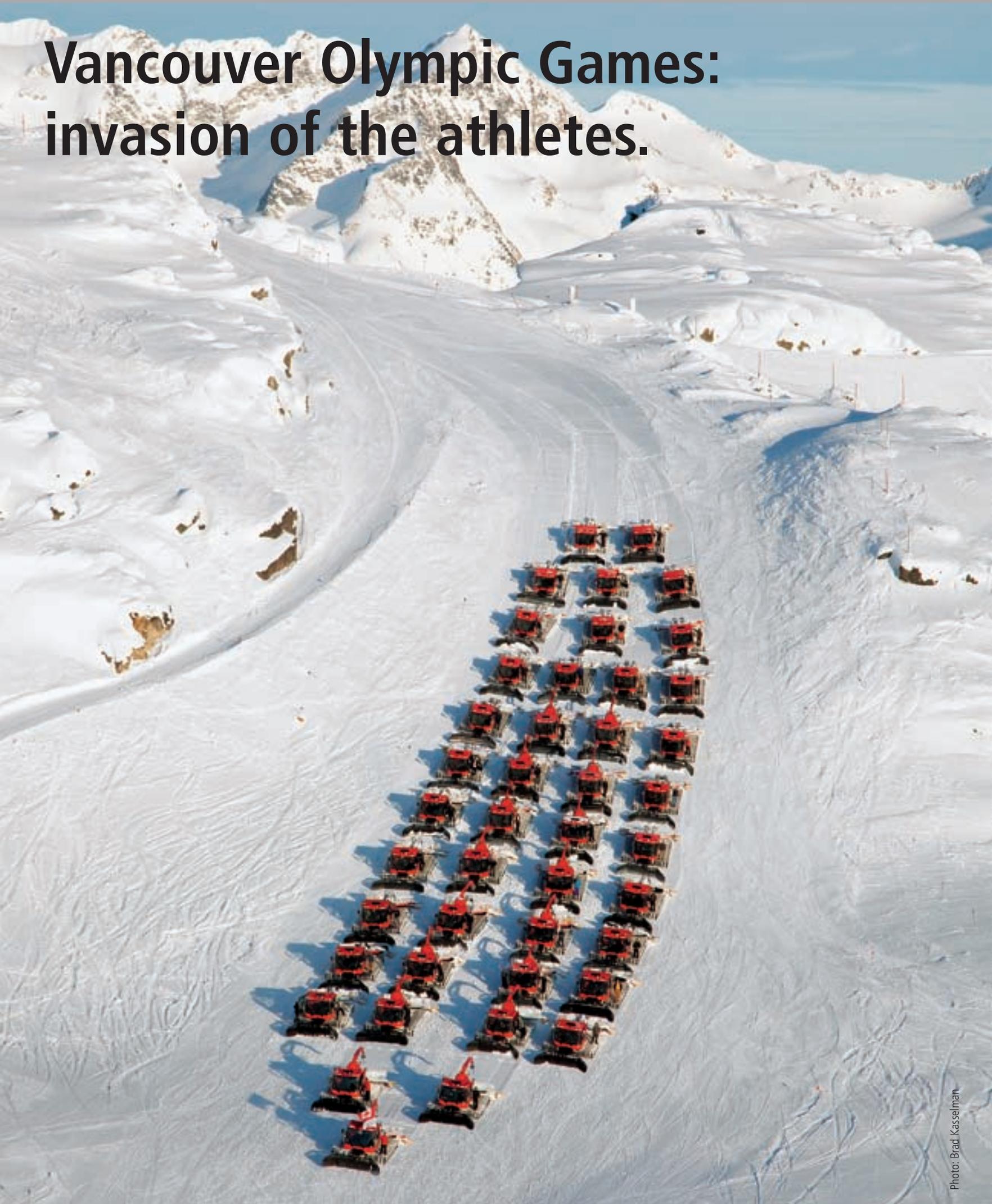


Photo: Brad Kasselman

## Extremes at the end of the world. PistenBully in the eternal ice.

Extreme wind, bitter cold and an almost completely iced continent – the Antarctic is one of the severest challenges for man and machine. The average inland annual temperature of around -55 degrees Celsius and wind speeds of up to 300 km/h speak for themselves. Material and machines that are used in the Antarctic are designed for the most extreme conditions. K-Info spoke to Harald Häge, responsible for global Antarctic business at Kässbohrer, about the Antarctic, the continent of extremes, the breathtaking beauty and very extreme environmental conditions.

**K-Info:** The first PistenBully were used in the Antarctic almost 30 years ago. How have the vehicles developed since then? What differentiates the first generation Antarctic vehicles from the PistenBully 300 *Polar*, which are predominantly used in the Antarctic today?

**Harald Häge:** The original idea of using PistenBully in the Antarctic, came from the Alfred Wegener Institute in 1980. The Institute conducted some of its research in the Antarctic. It coordinates German polar research and provides important infrastructures, like the research ice-breaker *Polarstern* and several stations in the Antarctic and Arctic for national and international science. In 1980, the PistenBully PB 170 D was adapted for the requirements of the Antarctic within a year, in close cooperation with the Institute in Bremerhaven. The first vehicle was supplied in 1981. However, this vehicle was still very close to the standard

### You can rely on PistenBully!



Professionals swear by: quality that you can rely on everyday. Quality that ensures a successful operation. Quality that guarantees the customer comes back and not the product. In brief: PistenBully means quality.

production vehicle due to the lack of experience and was mostly used in coastal areas, on the so-called ice shelves. The first PistenBully in the Antarctic were not ready for the extreme conditions in the Antarctic interior. Requirements have increased over the years: The PistenBully, for example, learned to pull a sled. A crane was added. The vehicle was able to go inland and could now be used as a reliable partner for the important work of the expeditions.

**K-Info:** How does the cooperation work with the Alfred Wegener Institute?

**Harald Häge:** The Alfred Wegener Institute is PistenBully's top customer in the Antarctic. So it is no surprise that we swap experiences at the end of every season that are then incorporated into the next series of vehicles. The Alfred Wegener Institute also has a PistenBully service engineer under contract who looks after the vehicles locally. The experience that the service engineer gains in the Antarctic has been invaluable for further development, right up to the PistenBully 300 *Polar*.

**K-Info:** Is the Antarctic series different to the "normal" PistenBully? And if yes, what is the difference?

**Harald Häge:** The Antarctic vehicles are first designed for snow grooming like the "normal" PistenBully. But PistenBully in the Antarctic are universal vehicles that do not exclusively prepare snow. The polar all-rounder is used as a supply, broaching, rescue and construction vehicle and even as sleeping accommodation. The specific technical requirements lie in the details. From the steel used to special oils, rubber and sealing sets, to the hydraulics, in-house developed heating systems and different fittings and superstructures. These are developed and optimised by our Special Build department, in close cooperation with our suppliers.



Harald Häge takes care of worldwide Antarctic business.



**K-Info:** Do the experiences gained in the extremes of the Antarctic affect the development of the "normal" PistenBully?

**Harald Häge:** The Antarctic experiences are also extremely valuable for the "normal" PistenBully. An example: I am also responsible for the market in Turkey. -40 degrees Celsius is not unusual in eastern Turkey. The extra heating systems or a heated water separator developed for the Antarctic are used for vehicles in this region.

**K-Info:** We have now talked a lot about the peculiarities of the PistenBully 300 *Polar*, but not about the actual tasks locally. What tasks does the PistenBully 300 *Polar* perform in the Antarctic?

**Harald Häge:** Use in the Antarctic has little to do with conventional work in the snow. The combined broaching and towing vehicle effortlessly pulls up to three sleds with a total weight of 35 to 40 tonnes. At the same time, the PistenBully 300 *Polar* with its robust clearing blade or a front-end tiller moves snow and ice out of the way of other vehicles. This means you do not need an additional broaching vehicle. The PistenBully 300 *Polar* has even more to offer: despite its power, its consumption is extremely economical and, thanks to numerous fittings and superstructures, it is a diverse all-rounder.

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The PistenBully 300 *Polar* is not just a broaching and towing machine. It is just as suited to construction and loading as to rescue work. And don't forget: The PistenBully 300 *Polar* can be equipped with a self-contained, heated passenger cab and be used as a working, living or sleeping berth. There is simply no comparable expedition vehicle. And our competition knows that too. There are efforts to adapt these vehicles with "PistenBully attributes" to make them more universal. However, these efforts are still in the early stages.

**K-info:** How does service work in the Antarctic?

**Harald Häge:** The PistenBully service concept guarantees one-hundred-percent readiness even at remote locations like the Antarctic. We make sure our customers can help themselves with comprehensive training and advice. And if they cannot find a solution locally, then PistenBully engineers are available via Internet or telephone 24 hours a day, 7 days a week, 52 weeks a year. Close personal contact and professional advice for customers from the Sales department is important to us in addition to the necessary service.

**K-info:** How many vehicles are in use in the Antarctic today?

**Harald Häge:** Over 120 PistenBully have been sold in the Antarctic in total over the last 30 years. At least 70 % of them are still reliably and tirelessly working today.

### Bye-Bye-Bonus:

## Successful campaign of exchanging an old snow groomer for a used PistenBully is starting again. Exchange and save from April!

Over the last few months we have frequently been asked about: the Bye-Bye Bonus for used PistenBully. We have reinstated the Bye-Bye Bonus just in time for the end of the season! Take this chance and save 5,000 euros from 1<sup>st</sup> April 2010 when you exchange your old snow groomer for a used PistenBully. You get the new used vehicle direct from the manufacturer. In top condition.

The Bye-Bye Bonus works as follows: We maintain a special pool of vehicles for you. When you swap your old snow groomer (made 1995 or earlier) for a new used PistenBully from the selection, you get an additional 5,000 euros for your old vehicle on top of the vehicle value determined by our experts. The Bye-Bye Bonus promotion is running from 1<sup>st</sup> April to 30<sup>th</sup> September 2010.

Our sales staff will be happy to help you personally.

**Bye-Bye-Bonus**

1<sup>st</sup> April to  
30<sup>th</sup> September 2010

### Russian cosmonauts test the PistenBully 600 *Polar*.

Two unusual PistenBully test drivers started this winter at the Reiteralm in Pichl/Mandling: cosmonauts Sergej Krikaljow, Flyer Cosmonaut, twice Hero of Russia, seven times in space, Deputy General Engineer of Spacecraft and Waleri Tokarew, Flyer Cosmonaut, Hero of Russia, Mayor of Rostov, were impressed when they drove the PistenBully 600 *Polar*. The two experienced space travellers quickly mastered the handling of the PistenBully 600 *Polar* and enjoyed the day on the Reiteralm to the full.



Georg Stadler (Reiteralm) with Sergej Krikaljow, one of Russia's most prominent cosmonauts.



Georg Stadler with Waleri Tokarew, Group Captain and test pilot in the Russian air force and former cosmonaut.

## Kässbohrer presents at the Biogas conference in Leipzig. PistenBully 300 *GreenTech*.

Just a few years ago, PistenBully were known as pure snow groomers and were only used on the ski slopes in 66 countries. The image of the fire-red powerhouse that scales the world's mountains has now changed. PistenBully are increasingly finding new locations that seem to have been made for them. The PistenBully 300 *GreenTech* is perfect for harvesting silage in a biogas plant. Thanks to its agility, thrust and precision, it is much more efficient to operate than a wheeled vehicle. This is proven by a practical test conducted by a neutral body: the PistenBully 300 *GreenTech* works 80 % faster on average than a wheeled tractor. As a result, it is no surprise that the PistenBully 300 *GreenTech* impressed visitors to the Biogas conference 2010, that took place from 2<sup>nd</sup> – 4<sup>th</sup> February in Leipzig. The PistenBully 300 *GreenTech* offers a lot of advantages for biogas plant operators. The broad X-track design ensures easy movement, allows higher and steeper

construction of silo walls and compresses the silage material perfectly thanks to the large track contact surface. When the track wheels pass over a point multiple times, the resulting vibration effect also compresses the silage and prepares this optimally for storage. Also an advantage: the PistenBully's low centre of gravity enables work on slopes, as it prevents tipping or skidding to the side. Different mowing and mulching attachments can be used thanks to the standard front exchange system. A PistenBully is not just at home harvesting silage or in the snow. Depending



For perfect silage harvesting: PistenBully 300 *GreenTech*.

on the attachments, PistenBully can also be used, for example, to mow marsh areas, mulch in the forest, help with recultivating waste sites, cut turf or even to clean fish and shrimp lakes after use and to prepare them for new use. The PistenBully is a true multi-talent for the municipal and agricultural field.

## BeachTech 2800 taking new paths.

### BeachTech – used in water treatment.



Very successful on the move in an unusual area: BeachTech 2800 in a water filter tank.

With his idea of cleaning the surfaces of sand filter tanks, Matthias Lange from Essen (in Germany) impressively optimised the previous conditions. And began a long successful business relationship with Wassergewinnung Essen (WEG). The slow sand filtration is a water treatment process that imitates the natural cleaning processes in nature. Surface water is fed into artificially constructed filtration tanks. It drains through the sand layers into the gravel layers typical for the region, which work like a filter. Individual dissolved matter including microorganisms is removed - but pollutants are retained and biologically broken down. When it reaches less permeable ground layers the cleaned water drain off through

collecting pipes at a depth of around 7-8 m, to feed springs.

The slow sand filtration is frequently used in Germany at waterworks on the Rhine, Ruhr and Elbe, where the topographical and geological conditions favour the process. However, this method is also common in large cities like Paris. As the need for groundwater is particularly high in urban areas, this method can clearly increase the amount of groundwater. This prevents a heavy reduction in the groundwater level by natural methods.

The individual sand filter areas, often covering 15,000 m<sup>2</sup> and more, are affected by intensive plant and algae growth because of their irrigation. The amount of weeds depends on the retention time of the water in the tank, the water level, the geological conditions and not least the flow rate, but in any event the surface has to be cleaned at regular intervals.

In the beginning, the top 2-4 cm of the sand layer were removed, washed and returned annually. This required an enormous investment of personnel and machinery. To increase these washing intervals in Essen, for example, they tried removing the weeds

continuously from the 15 enormous tanks by hand. However, the growth was not manageable by this method.

The idea of using a beach cleaner on these sand tanks was developed by Matthias Lange with WEG years ago. His firm WasserWerkService has been using the BeachTech technology successfully since 1999 – with increasingly amazing results: compared with the conventional processes described above, nothing needs to be removed for years when using the BeachTech technology. BeachTech's combined raking and sieving technique removes weeds and filter residue up to 80 % and hugely increases the filter plants' lifetime. The aeration of the sand also heavily reduces the density of bacteria. Conventionally, the sand was replaced once a year, but using the BeachTech technology this is now only required after several years' filter time.

## Small country. High mountain. Big market for Kässbohrer. Swiss mountain pride.

Impossible to imagine Switzerland without mountains. The mountains not only constitute a third of the Swiss landscape, but they are also inextricably linked to the economy, as the majority of Swiss tourism also happens in the Alpine regions. Switzerland is rightly proud of its mountains. Nowhere in Europe has more mountains over 4,000 m: 48 peaks pass the 4,000 mark.



career at Kässbohrer began when he joined former general agency Motoforce AG in Kloten as a regional salesman in 1980. As an experienced hotelier and former ski lift operator in the Beckenried-Klewenalp region in central Switzerland, with typical Swiss understatement he represents continuity and top-class service for Swiss customers. He is characterised by outstanding readiness for action and an iron determination to offer the best service. This is natural to him and it goes without saying that he also demands it from his team.

Luzi Wyss – currently a salesman in Graubünden – is also an "old hand". In 1975, he started as a PistenBully mechanic at the LIDOCGarage in Chur, which was a subagency for PistenBully sales and service in Graubünden from 1979 to 2000. Since 2000, the Swiss subsidiary has taken care of Graubünden



100 years' experience in PistenBully business: Hans Böhlen, Peter Jenny and Luzi Wyss.

### From the start. PistenBully in Switzerland.

PistenBully conquered Switzerland in the 1969/70 season. The former general distributor of the SETRA buses – Motoforce AG – sold the first PistenBully – a PB 120 B to Grüşch Danusa AG in Grüşch. Ten PistenBully had been sold in Switzerland just one year later. 40 years later, PistenBully are by far the most prevalent snow groomers. PistenBully is the clear winner, particularly for winch machines and cross-country tracks. Many PistenBully have been in use for more than 10 years. And are still working reliably.

Peter Jenny has been at the head of Kässbohrer Geländefahrzeug AG Switzerland for 15 years. His

directly. Luzi Wyss switched to sales of PistenBully during his final years at the LIDOCGarage. He has since taken care of the whole of Graubünden with great commitment and increased his numbers year by year. Today, he looks after around 300 PistenBully in Graubünden with great success. Luzi Wyss has built up a large number of long-term and loyal PistenBully customers thanks to his consistent commitment. For example, Davos Parsenn, Davos Jakobshorn, Savognin, Brigels or Sedrun. These good relationships demonstrate high satisfaction with the product, but also with the work of Luzi Wyss and the PistenBully team at the Chur subsidiary with Donat Item.



Jean-Daniel Berclaz – responsible in future for sales in Valais and Romandy.



Gerald Eyholzer guarantees smooth processes at the service point in Sion.

### A change to local service.

#### Sion – familiar faces in new position.

Hans Böhlen looks after sales in the Bernese Oberland, Valais and Romandy. He has built up a large circle of loyal customers. Resorts like Zermatt, Verbier, Upper Valais, Villars, Grindelwald and Gstaad are some of his biggest customers. Hans Böhlen has been part of the Kässbohrer Switzerland team since 1975. He took over the Motoforce AG service point in Sion shortly after joining Motoforce AG, the former distributor of SETRA buses and PistenBully. Since 1990, he has been responsible for PistenBully sales. After 35 years at Kässbohrer, Hans Böhlen is taking his well-earned retirement. We have to take this opportunity to express our heartfelt thanks for his decades of service to PistenBully. Jean-Daniel Berclaz, who has worked as a field mechanic in the Lower Valais and Romandy for 14 years, has already been chosen as his successor. He stands out due to his high professional expertise and his readiness to give customers help and advice at almost any time of the day or night. We are sure that customers will continue to receive the best service from him. We wish Jean-Daniel Berclaz a good start and every success in his new position as a salesman. Local service - just as necessary as it has always been to guarantee high availability of snow groomers. Due to personnel restructuring in sales in this region and the retirement of Franz Schmid, Gerald Eyholzer is moving from the field team in Upper Valais to the service point in Sion. He is responsible for the office in terms of service, support and replacement parts. We all wish Gerald Eyholzer all the best and every success in his new position.

The Swiss PistenBully team is the clear market leader and looks after around 1,000 machines in this market. And they work tirelessly to maintain this pole position for the future. Good luck!

## Over hill and dale, in mud and moor, on snow and ice. The transport genius: PistenBully Scout.

Regardless of what you need to transport or what the terrain is, the PistenBully Scout takes everything to its destination quickly and safely. The diverse, agile and low-maintenance PistenBully Scout is the ideal vehicle for transporting goods or people over difficult terrain. It moves effortlessly over mud, moor, snow or ice. The little powerhouse can be precisely steered and will take a maximum load of 750 kg. Thanks to its large track contact surface, the PistenBully Scout masters almost any incline and, like all PistenBully, it is extremely resilient, flexible and economical all at the same time.

The PistenBully Scout is the ideal transport vehicle for mountain inns, restaurants or research stations in the Antarctic and the perfect helper on difficult forest terrain. Supply companies from the water, oil, gas and telecommunications industry, who want to expand their network into inaccessible terrain, also find the perfect transporter in the PistenBully Scout.

It also guarantees secure rescue and recovery of people in the most extreme conditions as a rescue vehicle. The PistenBully Scout platform is as flexibly useful as its area of use is diverse. It can be used as a generous load area for goods transport or as a transport platform for up to ten people with the comfortable passenger cab in two sizes. Working

materials and tools can also be stowed securely in a box.

### Comfort and safety in the cab.

The PistenBully Scout offers enough space for 4 people in addition to the driver in the spacious, comfortable and ROPS-certified cab. Two single seats with 3-point seatbelts and a bench seat with stomach belts ensure safe passenger transport. Kässbohrer has achieved even more safety and comfort with the ergonomically designed driver's seat, a perfect panoramic view and generously sized doors.

Various safety features are built-in to the PistenBully Scout for the highest level of safety. For example, as soon as a door is opened, the alarm sounds if the emergency brake has not been engaged. Additionally, a control valve ensures that the vehicle cannot be moved once the driver leaves his seat. The clearly arranged display instruments on the PistenBully Scout also contribute to safety and comfort. All important data are available at a glance. Additionally, the new PowerView Display bundles all information and can be programmed so that the engine switches itself off if preset values are exceeded. This avoids high revs, which extends the service life of the already extremely robust John Deere diesel engine.

More on the PistenBully Scout:  
**SAM 2010 Grenoble**  
21<sup>st</sup> – 23<sup>rd</sup> April 2010



The transport genius. A small, agile powerhouse. Extremely cost-effective, flexible and resilient.

## A totally new perspective. Lech PistenBully on Sylt beach.



PistenBully on unusual terrain: it cuts a fine figure on sand on the beach in Kampen on Sylt.

The tenth annual summer festival took place in Kampen on Sylt in summer 2009. A delegation from the partner resort Lech surprised the people of Kampen with very special showcases. One of the highlights and a totally new perspective:

a PistenBully that moved along the beach of Kampen. Only the ski lift, snow and freezing temperatures were missing to make this a winter holiday.

## The splendid winner of our prize draw.



**Herbert Oberer from Schruns (Austria) redeemed his main prize in the PistenBully prize draw on 8th February 2010: a site tour for 20 people with lunch.**

Herbert Oberer was chosen as the winner from over 1,000 entrants. The winner of the 2<sup>nd</sup> prize, a 200-euro gift voucher for the PistenBully shop, is Ricardo Kittlaus from Winkel (Thuringia) and the winner of the 3<sup>rd</sup> prize, a 100-euro gift voucher, is Josef Pongratz (Oberammergau). Congratulations!

## Customer satisfaction analysed again:

# High overall satisfaction confirms corporate strategy.

Kässbohrer Geländefahrzeug AG conducted the first customer satisfaction survey four years ago. At that time, customers gave the best marks in diverse areas and showed Kässbohrer Geländefahrzeug AG that their strategy was the right one. Criticisms made in 2006 were taken seriously and were incorporated into the development of vehicles or the expansion of services.

Where do we stand now? How do customers see the improvements or where do we still need to act? To find this out, Kässbohrer Geländefahrzeug AG has conducted a second customer survey over the last few months. The results of the latest customer survey have now been analysed: with an overall satisfaction of 80 %, customers have confirmed that the company is on the right path.

As in 2006, this customer satisfaction survey was conducted by the University of Applied Sciences Ravensburg-Weingarten under the leadership of Professor Josef Fischer, Dean of the Faculty of Technology and Management. With 1,700 submitted questionnaires and a participation of over 40 percent, it offers well-founded opinions on the actual situation and a representative base for further decisions.

The high number of participants (managers and drivers were surveyed separately to get both points of view) also shows that interest in Kässbohrer Geländefahrzeug AG has continued to grow – as participation in a second survey is usually much lower than in the first one. We also see as very positive the equal participation of customers from Germany, Austria, Switzerland, Italy and France.

In addition to overall satisfaction, satisfaction with individual service components was also surveyed and the participants were given the opportunity to give open answers. Looking at the results divided by managers and drivers: managers gave best marks for image, model upgrading, cooperation on procurement and for operation, maintenance and service, but wanted improvements in cost-effectiveness, including cheaper replacement parts, lower repair costs and a longer service life from vehicles. The drivers, in contrast, focussed on greater ease of use, for example during servicing or with regard to quality of visibility during snow grooming. They were particularly pleased with cooperation, cabs, attachments and vehicle equipment.

The open answers show greater customer satisfaction than in the 2006 survey. Comments like "Kässbohrer is no. 1 for me", "Perfect equipment for the slopes" or "You are the best" make us proud, but also motivate us to carry on giving the best to meet customers' expectations and the company's high demands on its products and services.

As a rule, praise does not mean there are no criticism or suggestions. We are pleased that the criticisms of tillers and winches have been much lower than in comparison to the 2006 survey. Customers must be happy, therefore, with the improvements we have made. The latest customer satisfaction survey has brought no massive demands for improvements in a particular area.

The wish list, for example, included improvements to the flow of information on the state of an order or

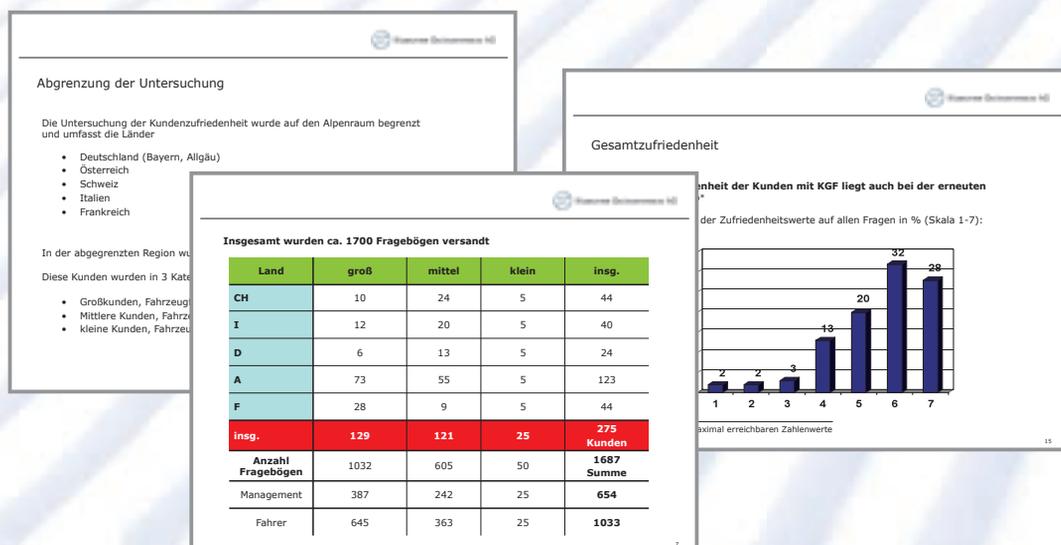


**Professor Josef Fischer, University of Applied Sciences Ravensburg-Weingarten**

on replacement part logistics. With regard to the innovative strength of the technology leader, customers would like more research and development work with regard to cost-effectiveness, performance and optimisation of snow management. Over the next few weeks, Kässbohrer Geländefahrzeug AG will work with the University of Applied Sciences Ravensburg-Weingarten to analyse the results of the survey in detail and to work out solutions.

### Summary of the 2010 customer satisfaction survey.

The 2010 customer satisfaction survey showed that customers had a much better view of Kässbohrer Geländefahrzeuge AG compared to the 2006 survey. In particular, customers assessed the take-up of improvement suggestions as more positive than four years ago. The technological orientation (electric drive, environmental aspects, consumption optimisation, snow depth measurement) meets their requirements and they see the vehicles as the most attractive technical/economical solution despite high acquisition costs. These positive evaluations are, on the one hand, proof that the suggestions and criticisms in the 2006 customer satisfaction survey have been taken seriously and have been implemented as customers wished. On the other hand, Kässbohrer Geländefahrzeuge AG sees this as an incentive to reinforce its efforts to develop practical vehicles.





1<sup>st</sup> April to 31<sup>st</sup> May 2010

## Spring promotion.

Profit now from PistenBully original replacement parts at top prices. On offer for the first time this year: services from the PistenBully repair department.

They will advise you personally:

Christof Heim, Head of Spare-part Sales  
e-mail: christof.heim@pistenbully.com  
phone: +49 (0) 7392/900-135

Markus Haller, Manager Technical Accounting  
e-mail: markus.haller@pistenbully.com  
phone: +49 (0) 7392/900-120

GPS for precise slope grooming.

## SNOWsat system for PistenBully.

More on the SNOWsat-System:  
SAM 2010 Grenoble  
21<sup>st</sup> – 23<sup>rd</sup> April 2010



SNOWsat is an integrated system for guiding and real-time monitoring of snow groomers and snow-mobiles. The system uses GPS data to produce a cartographical image of the slopes including all cable car poles and snow guns, as well as any potential danger spots. The position of the vehicles is conveyed to headquarters in real-time. SNOWsat can also be set up to measure the depth of snow.

Very interesting: The SNOWsat system is ready for use immediately. The integrated solution supports the driver's work, optimises quality control of the work performed and improves safety for people during work. SNOWsat is available for new PistenBully as basic equipment ex works, but it can also be retrofitted at any time.

### The advantages of SNOWsat at a glance:

#### Improved productivity

- Time saving thanks to easy positioning and independence from weather and visibility conditions
- Drive assistance using different colours for already prepared areas

- Optimisation of work flows
- Coordination of the whole fleet's work
- Measurement of snow depth (optional)
- Passing on costs of external services (e.g. transport work for hut operators)

#### More security

- Positioning the vehicles - alarm in the base station and in the vehicle if the connection is lost or the vehicle goes into a danger zone
- Display of obstacles and danger zones
- Display of other vehicles' positions
- Display of the winch vehicles' cables
- Real-time positioning of your own vehicle to an accuracy of one metre
- Traceability of operating conditions, e.g. in the event of legal problems

#### Prompt communication

- Monitoring of the condition of the prepared areas
- Driver can convey data during work via an interactive menu

- Information can be requested from the Internet

#### Efficient management

- Comprehensive analysis of the data and work performed
- Simplification of work using computer-supported planning

Our sales staff will be happy to help you personally.

## Presenting the PistenBully Workshop Team.



Your PistenBully is in the best hands here: the Workshop Team of Kässbohrer Geländefahrzeug AG. From left to right:

Peter Glöggler, Manager Technical Services  
Thomas Häußler, Deputy Manager Technical Services  
Markus Haller, Manager Technical Accounting

## PistenBully 600 at Baltimore Airport.



Not an everyday image: PistenBully 600 clears Baltimore Airport. Two mega snow storms required this unusual PistenBully deployment. PistenBully have not only been seen at the airport in Baltimore. PistenBully clear snow at Franz-Josef-Strauß Airport in Munich and at Leipzig Airport.

## Customer course 01.

# Summer overhaul for your PistenBully.

### Content:

- Get to know the different vehicle types
- Get to know the different vehicle models
- Learn how to use the spare-parts catalogue
- Approved consumables
- Maintenance and care
- Summer overhaul – tips and advice
- Maintenance work to: diesel engine, hydraulics, electrical systems, gears, chassis; framework, tracks, attachments



### Goal:

- Get to know the vehicles
- Perform daily and weekly checks
- Maintenance and care according to the maintenance checklist

**Target groups:** Workshop staff from PistenBully customer workshops

**Length of course:** 2 days

**Start of course:** Monday or Wednesday 9am

**End of course:** Tuesday or Thursday approx. 2pm

**Course location:** Kässbohrer Geländefahrzeug AG, Laupheim

**Dates:** 26.04.10 – 27.04.10  
03.05.10 – 04.05.10  
05.05.10 – 06.05.10

## Registration

Recipient:  
Kässbohrer Geländefahrzeug AG  
Kässbohrerstr. 11, 88471 Laupheim  
Germany  
Phone: +49 (0) 7392/900-104  
Fax: +49 (0) 7392/900-100

Sender:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Course code: \_\_\_\_\_  
Your PistenBully type: \_\_\_\_\_

Tel.: \_\_\_\_\_  
Fax: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

Training in week: \_\_\_\_\_ from: \_\_\_\_\_ to: \_\_\_\_\_

**Participants:** 1. \_\_\_\_\_ employed as: \_\_\_\_\_  
2. \_\_\_\_\_ employed as: \_\_\_\_\_  
3. \_\_\_\_\_ employed as: \_\_\_\_\_

Room reservation:

Hotel in Ulm  Hotel in Laupheim/nearby  \_\_\_\_\_ Day of arrival: \_\_\_\_\_  
 Single room  Double room  Triple room Day of departure: \_\_\_\_\_

Date, company stamp and signature:

### Service numbers

#### Technical Service

Gerhard Strähle  
Phone.: +49 (0) 7392/900-103  
Fax: +49 (0) 7392/900-100

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Publisher:  
**Kässbohrer Geländefahrzeug AG**  
Kässbohrerstraße 11  
D-88471 Laupheim  
Phone: +49 (0) 7392/900-0  
Fax: +49 (0) 7392/900-556  
E-Mail: info@pistenbully.com  
www.pistenbully.com  
Circulation: 15,000 copies  
Editorial: Michael Hemscheidt

## News

# PistenBully Shop



### PistenBully work shirt

Long-sleeved, checked work shirt with MTS finish. The material is quick-drying and easy-care!  
Material: MTS – Moisture Transport System, 100 % nylon  
Brand: Schöffel  
Colour: red/white/khaki  
Size: S – XXXL  
**EUR 39,90**



### PistenBully washbag

The washbag can be rolled up into a handy slim size, incl. hanging hook, 3 sections, integrated mirror, lots of compartments and slippers.  
Size: 18 x 31 cm  
Material: polyester  
Brand: VAUDE  
Colour: red  
**EUR 24,90**

### PistenBully towel

Top-quality towel with two borders and PistenBully stitching.  
Size: 70 x 150 cm  
Material: 100 % cotton, 450 g/m<sup>2</sup>  
Colour: red  
**EUR 19,90**

Price incl. VAT, plus shipping. Minimum order: EUR 25.00 You can order these items from the PistenBully Shop at [www.pistenbully.com](http://www.pistenbully.com).

## Fax response: +49 (0) 7392/900-556

- My address has changed. Please send me the K-Info to the address below!
- I no longer require the K-Info

I am a  Plant Manager  Workshop Manager  Slope Manager  
 Driver  Fan

### My new address is:

Surname \_\_\_\_\_ First name \_\_\_\_\_

Company \_\_\_\_\_

Street/ house number \_\_\_\_\_

Post code \_\_\_\_\_ City \_\_\_\_\_

Country \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-Mail \_\_\_\_\_

### Queries/comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please cut out and fax back

Please cut out and fax back